

**ATTACHMENT NO. A-1**  
**STATEMENT OF WORK**  
**QUESTIONS**

**I) Bank Background**

**Safety and Soundness**

- A. Identify key measures of the bank's financial strength (e.g., capital ratios, market capitalization, total assets, reserves for loan losses). Provide the most recent annual report and call report, as well as the bank's Web site address.
- B. Provide ratings for the bank and/or bank holding company from two of the following agencies: Standard & Poor's, Moody's, Fitch, Sheshunoff or Laclede.

**Personnel**

- C. List the names, titles, telephone and fax numbers, and e-mail addresses and provide brief biographies of bank personnel who will have ongoing responsibility for servicing the University/LANL account. Include professional designations and treasury association involvement. Describe the role of each person listed in the relationship with the University/LANL.
- D. Will one primary contact be assigned to the company's account? If so:
  - 1. From which area of the organization will the primary contact come?
  - 2. What will be the primary responsibilities and authority of the primary contact?
  - 3. For how many customers is this person the primary contact?
  - 4. How is the University's/LANL's account handled when our primary contact is not available?

**Experience**

- E. For each service being offered in this proposal, indicate how long your bank has offered the service?
- F. For each service, provide the number of customers currently using the service.
- G. What were the average monthly volumes for each service being offered during the last twelve months (items, dollars, and number of customers)?

### **Competitive Position and Future Commitment**

- H. Provide details on any merger or acquisition that the bank is currently committed to and the expected impact on the services requested in this RFP.
- I. Does the bank outsource any of the services requested in this RFP? If so, discuss.
- J. What percentage of the bank's revenue is derived from cash management services? Do you expect this to increase, decrease or stay the same during the tenure of the Agreement?

### **References**

- K. Provide names and telephone numbers of three references, preferably government entities and with comparable volumes, who have been using the services requested in this RFP for more than one year.
- L. Provide names and telephone numbers of three references, preferably government entities and with comparable volumes, who began using the services requested in this RFP within the last twelve months.
- M. Provide any additional information that you believe to be relevant to this RFP and your capabilities to provide the services requested (e.g., product brochures, articles in trade journals).

## **II) Checks Cleared Financing Arrangement**

- A. Describe how the bank will structure University accounts.
- B. Describe the process the bank will follow each day to manage the University's bank accounts as close to zero-balanced as possible, minimizing overdrafts.
- C. Comment on bank's ability to meet the requirements outlined in the ASAP 1031 Account Users Guide (Attachment A-2 to the Statement of Work).
- D. List other bank customers currently operating under the Checks Cleared Financing Arrangement, including when those relationships began.

## **III) Controlled Disbursement Requirements**

- A. Describe the timeframes for:
  - 1. Check Presentments
  - 2. Reporting of Presentments, Exceptions and Adjustments
  - 3. Deadline for funding disbursements

- B. Discuss how the bank handles items presented after the company is notified of its total daily clearings.
1. Are these items posted against the account, or held over and included with the next day's first presentment?
  2. If these items are held over, discuss whether the bank charges for the held over items and, if so, how the charge is determined.
- C. May the customer issue payroll checks on the Controlled Disbursement account? Can those checks be cashed at a bank branch in Los Alamos or a neighboring vicinity? What are the requirements for cashing a check if the payee is not a bank customer?
- D. If the physical capture of checks does not agree with electronic presentment totals, how are discrepancies handled? Describe.
- E. If discrepancies result from differences between the physical capture of checks and electronic presentment, when will the customer be notified of the discrepancies and any resulting funding adjustments?
1. Same day \_\_\_\_\_ Next day \_\_\_\_\_
  2. If the same day, at what time? \_\_\_\_\_ AM/PM
  3. If the next day, are rejected checks included in the daily notification?
  4. If the next day, is there a charge for the use of funds for the period between presentment and posting? If yes, at what rate? \_\_\_\_\_
  5. Is there a difference in notification of discrepancies for checks over a certain dollar amount? If so, describe.
- F. Does the bank have an established maximum dollar value limit that may not be exceeded by an individual check (other than the 10-digit MICR limit)?
1. If yes, what is the maximum? \_\_\_\_\_
  2. Please explain any restrictions regarding individual check amounts.
- G. Discuss how the bank processes and reports any company transactions that originated as Controlled Disbursement checks that are converted to ACH debits at the point-of-purchase or at a lockbox. How do these ACH debits affect the following?
1. Controlled disbursement presentment totals
  2. Stop payments
  3. Account reconciliation
  4. Positive pay

#### **IV) Positive Pay Requirements**

- A. Does the bank offer a daily service to compare checks paid against a check issue file and provide the customer with a daily notification of all exception items (i.e., prior day Positive Pay)?
1. What is the bank's delivery deadline for notifying the customer of exception items?  
\_\_\_\_\_ AM/PM                      Time Zone \_\_\_\_\_
  2. What is the response deadline for the customer's pay/return decisions?  
\_\_\_\_\_ AM/PM
  3. Are approved exception items automatically added to the issue file for account reconciliation purposes?
  4. If not, what is the mechanism to add to the issue file for account reconciliation purposes?
  5. What is the deadline for the transmission of check issuance files to the bank?  
\_\_\_\_\_ AM/PM
- B. How are Positive Pay reports delivered (e.g., phone, fax, proprietary PC software, Internet)?
1. Is this report integrated with the bank's balance reporting system/software?
  2. Are MICR errors/misreads deleted from the Positive Pay report prior to the report being sent/transmitted?
  3. Are check images integrated with the Positive Pay report?
    - i. If yes, how are check images delivered?
    - ii. Image via a PC \_\_\_\_\_ Image via Internet \_\_\_\_\_
    - iii. Other (describe) \_\_\_\_\_
    - iv. If no, can check images be delivered separately from the Positive Pay report upon request? If yes, describe.
  4. What methods (e.g., telephone, fax, proprietary PC software, Internet) can the company use to notify the bank of its pay/no pay decision?
- C. What other review criteria are available for the Positive Pay services?
- D. In the event that the bank does not receive the customer's pay decision response by the stated deadline, is the default disposition set by the bank or by the customer? If the bank sets the default, what is the default disposition (e.g., pay, return, optional)?
- E. May a dollar threshold be applied to the default disposition (e.g., return all checks over \$500)?
- F. Can your bank provide a facility that would allow University/LANL-issued checks to be cashed at a location in Los Alamos, NM? Are cashed checks

verified against the issue file at the point of encashment (i.e., by **your bank's** teller)? If no, what is the process for dealing with cashed checks?

G. Does the bank offer payee match as part of its Positive Pay service?

1. If yes, describe the service.
2. If no, discuss any plans to offer this service and a projected timetable.

### **Transmission**

H. Describe all methods by which the bank can receive the file of all checks issued and voided by the company.

I. Describe the process that your bank uses to verify all records have been received and processed

J. Discuss the bank's ability to interface directly with the accounting system and/or enterprise resource planning (ERP) system that the company uses.

1. Do any of the bank's customers currently interface with your system(s) from the ERP system used by the company?
2. Is this an existing interface or would a custom interface need to be developed?
3. What languages or protocols (e.g., EDI, XML) are used to facilitate the interface?
4. Is there a charge for the interface?

K. On a daily basis, can the company transmit multiple issue files to the bank?

L. Does your system provide for electronic confirmation of receipt for daily file transmissions?

M. What communications protocols and/or value-added networks (VANs) can be used to transmit/receive data files between the bank and the company?

N. Describe your bank's controls to prevent file loss, duplicate transmissions, and acceptance of duplicate returns. Do the controls differ by type of applications? If yes, please explain.

O. Describe all methods by which the company can send manual issues or deletes to the bank.

### **Imaging**

P. Does your bank provide an image capture of paid items? How does your image system capture and report images for damaged checks?

- Q. Does your system provide real time, online check images for Positive Pay reporting to allow easier pay/return decisions?
- R. What mediums are available for receiving check image detail?
- S. Are there any volume limitations for receiving check image detail?
- T. Can your system index according to a miscellaneous field that captures a payee identifier (e.g., social security number, vendor number, account number)?
- U. Describe any other information (e.g., statements, Account Analysis statements) that is available via image and how that information is made available to the University.

**V) Account Reconciliation Requirements**

- A. Does the bank offer Account Reconciliation Program (ARP) services for Controlled Disbursement customers? Are these services optional?
- B. Are both full and partial reconciliation offered? Please provide sample reports.
- C. Can the customer specify a cut-off date for ARP reports? If not, what dates are available?
  - 1. Can the customer specify a cut-off date for bank statements? If not, what dates are available?
  - 2. Can cut-off dates for ARP reports and bank statements be independent of each other?
- D. If check truncation is used, how long do you retain the physical checks? After what period are they stored off-site? How long are bank copies retained?
- E. Explain whether copies or images of checks can be requested online and, if so, how they are delivered (e.g., fax, PC, Internet).
- F. What is the turnaround time to receive:
  - 1. A copy or image of a check?
  - 2. The original check (if stored on-site)?
  - 3. The original check (if truncated and stored off-site)?
- G. Describe the methods (e.g., Internet, PC, manually) the bank offers to place stop payments.
  - 1. What is the deadline for same day action?
  - 2. Will the system verify if a check has been paid before accepting the stop?
  - 3. How much history is examined in the verification process?
  - 4. How long will the stops remain in effect?

5. Can the period be extended?
  6. Can you request stop payments for a range of checks? What is the limit of the range?
  7. What time is the system available for placing stop payments?
- H. What other reconciliation features does the bank have that distinguishes it from other banks?

## **VI) ACH Origination Requirements**

- A. Based on the Core Requirements listed in the Statement of Work section, describe the service delivery method (e.g., direct transmission, PC-based system, terminal input, Internet, FTP) that you recommend based on the business background information supplied.
1. Include any alternative methods that might meet our needs.
  2. How many customers use this method of ACH origination at the bank? What percentage of your customer base does this represent?
- B. Does the bank use transaction or file dollar limits? If so, is the customer informed of its limit? What procedures are followed when the customer submits a file that exceeds the limit?
- C. What are the hours of operation of the ACH processing unit?
- D. Does the bank outsource any of the proposed services? If so, provide the name and address of any third-party processor. List the services that it provides, how long it has provided these services to the bank, and discuss any anticipated changes in the relationship.
- E. What are the bank's cut-off times for customer initiation of ACH transactions? Specify by input method for day cycle, night cycle and same day book transfers.

CUSTOMER INPUT METHOD	Cut-off Time		
	DAY CYCLE	NIGHT CYCLE	SAME DAY BOOK TRANSFER
PC			
TERMINAL			
FTP			
CPU-CPU (BISYNCHRONOUS)			
PC-CPU (ASYNCHRONOUS)			

OTHER: _____			
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- F. On what day (e.g., origination date, settlement date) and at what time is the customer required to fund ACH credits? Can this funding requirement change?
- G. When will settlements for this service be reported and/or posted?
- H. Describe the bank's rules regarding late transmissions of files. Is it possible to transmit a file and have it processed after the cutoff with proper notification to the production unit?
- I. What procedures does the bank use to verify accurate and secure receipt of all types of ACH transmission methods? Describe each available method
  - 1. Transmittal letter to bank with fax back from ACH production
  - 2. Secure interactive voice response access with validation totals entered by customer followed by confirmation from bank that ACH file is received and processed
  - 3. Secure interactive voice response access with validation totals only
  - 4. Other.
- J. What controls are in place to protect against lost files and duplication of transmissions? How and when is the company notified of a duplicate file?
- K. Does the bank provide automatic file receipt acknowledgments? If so, how? What information is included in the acknowledgement?
- L. For differences noted during the confirmation process, how will the University/LANL be notified?
- M. Specify encryption requirements for FTP transmitted files
- N. What back up procedures are available should our standard delivery mechanism fail?
- O. Can the bank modify a transaction that the University/LANL has originated prior to releasing the transaction to the ACH operator? What modifications can be made? If modifications are permissible, what is the deadline for receiving instructions to modify a transaction? Who can make these requests? How is security determined?
- P. How does the bank handle file, batch and item reversals and deletions?
  - 1. What are the deadlines for reversing or deleting a file? Batch? Item?

2. Describe your bank's process for reversing and deleting files, batches and items.
  3. What security procedures are used? Do you provide standard request forms?
  4. How is the customer notified?
- Q. Discuss the methods available to the company (e.g., telephone, fax, Internet) to communicate with the bank regarding modifications, reversals and deletions of files, batches or items.
1. By what methods do you provide confirmation of deletions and reversals?
- R. Does the bank provide a database of ACH member institutions? If so, describe.
1. How often is this database updated and communicated?
  2. How does the company access this database?
  3. Is there any charge for access?
- S. Describe the bank's ACH return process and how the customer is notified. When will returned funds be posted to the customer's account?
- T. By what methods can the customer receive notification of change and returned item advices? When will this information be available to use (e.g., posting day, morning after)? What information is provided (e.g., date of origination, date submitted, date of return)? Provide sample reports.
- U. Discuss any technologies or processes used by the bank to minimize returns of outgoing or incoming ACH transactions.

## **VII) Electronic Banking System and Information Reporting Requirements**

### **General**

- A. Describe the electronic banking systems and access methods (e.g., Internet, PC) that may be used to access account information. Which would you recommend to the University/LANL, given the services being requested in this RFP? Detail the kinds of information that are available for each service.
- B. Describe the technical requirements of your PC-based or internet reporting software. What operating systems or browsers are supported? Discuss which operating systems the bank plans to support in the future and whether the bank will continue to support current operating systems when new ones are added.
- C. How does the bank handle system upgrades? Is there a charge for upgrades or are they included in the standard maintenance?

- D. Is historical information available on the system? How many days of history are available? Provide sample reports.
- E. What report options are available? Can reports be imported into a spreadsheet application, accounting package, or enterprise resource planning (ERP) system?
- F. Can the University/LANL create customized reports?
- G. Provide requirements for communication with your balance reporting system.
- H. What are the hours of access of the electronic banking system? Discuss any differences between availability for information reporting and transaction initiation.
- I. Provide either a demo disk or Web site address to demonstrate the bank's electronic banking system.
- J. Is a local or 800 phone number available for dial-up access?
- K. How are systems supported? Is your system proprietary or was it purchased? If the system was purchased, from whom?
- L. Describe the bank's process for upgrading the electronic banking and information reporting system.
  - 1. How are upgrades distributed (e.g., Internet, CD ROM)?
  - 2. How long does it typically take to install an upgrade?
  - 3. Is the University/LANL to be charged for upgrades?
  - 4. Will the bank provide on-site training for upgrades and/or installation of upgrades?

### **User Security**

- M. Discuss the security features of the electronic banking system. Does the system require the segregation of duties so that the same wire transfer operator cannot enter and release a payment?
- N. Describe the security measures for the company's Master User/Security Administrator. Can the system require dual Security Administrators? What functions does the company's Security Administrator perform? What audit features are available?
- O. Describe the capabilities of the electronic banking system to segregate user authority by function (e.g., access account information, initiate transactions, approve transactions).

- P. Does the bank use digital signatures to authenticate transactions? If yes, describe the technology used. If no, discuss any plans to implement this technology and the expected timing.
- Q. Describe the process for adding and deleting users of the electronic banking and information reporting system.
- R. What methods (e.g., telephone, fax, PC, Internet) may be used to initiate requests to add or delete users?
- S. How quickly can users be added or deleted?
- T. Describe the process to log into the system. Are users required to change their passwords periodically?
- U. Does the system log out users after a specified period?
- V. What access-control methods does the bank recommend to the University/LANL?
- W. Are security access codes (passwords) encrypted or authenticated? Is a Log-on Report available showing all log-ons over a given period, including User ID, date and time?
- X. Describe procedures when security codes are violated.
- Y. How many log-on attempts does the system allow before disabling a user? Is this number per dial-in or cumulative per user?
- Z. Does the software automatically log-off an inactive user? If so, when?
- AA. Can passwords be assigned an expiration date? Is the date assigned by the bank or the Security Administrator?
- BB. Are passwords user-defined or bank provided?
- CC. Describe the procedures to be followed by the University/LANL if a user password is lost or forgotten. Can the password be reset immediately via dual control by the Master User and Security Administrator? What is the turnaround time to obtain a new password?
- DD. Can dollar limits by user and function be established for single transaction amounts and daily aggregate amounts?

### **Bank/System Security**

- EE. Are Internet-access systems hosted internally by the bank, or by a third party hosting or co-location service?

- FF. Discuss the type and level of any authentication and encryption methodology used for communicating with customers.
- GG. Describe the security levels, including the use of firewalls that are available in the software, including whether security levels can be set by user, business unit, account, dollar amount, and type of transaction. How and when can these security levels be changed?
- HH. Describe the security measures for the University's/LANL's Master User/Security Administrator. What functions does the University's/LANL's Security Administrator perform?

#### **VIII) PC-Based or Internet-Based ACH Initiation Services**

- A. What tax programs are supported? How often are these programs updated?
- B. Can transactions be warehoused on the customer's PC after transmission to the bank?
- C. Can the customer build a database of repetitive transactions? If so, which party maintains the database? How much lead time is required to set up a new repetitive transfer?
- D. How do you implement and advise customers of NACHA rule changes and their impact?

#### **IX) Wire Transfer Origination and Receipt Requirements**

- A. Briefly describe all wire transfer initiation products currently supported by the bank. Indicate which product is recommended for our application. Note if you would recommend any for a back-up or contingency process.
- B. Does the bank offer the following methods of initiation? Provide the number of customers using each method of initiation offered.
  - Telephone
  - Fax
  - PC
  - Internet
  - Automatic standing transfer
- C. For each method listed above, describe the process of initiation, approval and release. Comment on the logistics of using each as a back-up procedure to the primary method you are recommending.
- D. Does the bank's system offer batch input of wires? If so, what is the maximum volume of transfers allowed in each batch? Can repetitive and free-form wires be in the same batch?

- E. For free-form wire transfers, does the bank offer an online name/ABA/CHIPS search file to facilitate processing? How is this file updated? Can the bank download current data to this file to update it? Can the file be downloaded to the University's/LANL's mainframe?
- F. Describe the process for canceling a wire transfer:
1. Is this process manual or automated? Explain.
  2. What is the deadline for receipt of an instruction to guarantee cancellation of a wire transfer?
  3. What is the deadline for best efforts cancellation of a wire transfer?
  4. What is the process for retrieval of funds?
  5. Is there a charge for canceling a wire transfer?
- G. Describe your process for recalling a wire when requested by the University/LANL. What additional charges are involved?
- H. Does the bank's system offer self-administration for user maintenance and user deletes via the Internet and/or PC method? If so, please list the user functions that are available.
- I. What are the opening hours and the cut-off times in Eastern Standard Time for initiating wire transfers to ensure same-day execution? List by type of transfer and method of communication.

Type of Transfer	Input Method					
	Telephone	Fax	PC	Internet	CPU to CPU	Automatic Standing Transfer
Intradistrict (within Fed district)						
Interdistrict (between Fed districts)						
Book transfer/Internal						
Drawdown						
International						

- J. What is the cut-off time for incoming domestic wire transfers to receive same day credit?

### **Confirmation**

- K. Describe the bank's procedure for providing payment confirmation information (e.g. reference numbers) upon acceptance and execution of the payment order, including the availability and method of delivery of:
1. Internal confirmation/sequence number

2. Federal Reserve reference number

- L. How soon after wire execution would an internal *bank* confirmation/sequence number (not the Fed Reference number) be available?
- M. How long does it take for the Fed Reference number to be available for a wire assuming no repairs are needed and there are sufficient funds in the account? Explain any delays.
- N. How is the status of transfers tracked by the customer once the transfer is in the system (input, approved, released)? How does this differ for telephone initiated wire transfers?
- O. What is the bank's policy in the event of a wire transfer failure for which receipt of instructions has been confirmed to the customer?
- P. How and when is the customer notified of wire transfer that is rejected by the receiving bank?

**Warehousing**

- Q. Does the bank's wire transfer system have the capability of warehousing instructions for future value dated wire transactions? If so, what are the limitations? How many days/months in advance? Is the warehouse function limited to certain types of wire transfers and/or certain types of initiation methods? Explain.
- R. Can the wires be input, approved and released so they will be executed automatically on value day? Will the wire transfer system provide a tickler report of warehoused transfers that are pending current day release?
- S. Is it possible to cancel a previously warehoused wire transfer request before value day? On value day?

**Repetitive Transfers**

- T. What options does the bank offer for the establishment of repetitive transfers?
  - ☐ Mail
  - ☐ Electronic transmission
  - ☐ Internet
  - ☐ PC
  - ☐ Other (describe)
- U. Does the bank have an on-line repetitive wire transfer setup function? If so, describe.
- V. Can the customer structure a new repetitive wire transfer number online without relying on an exchange of paper documents with the bank?

- W. Can the customer assign its own transfer numbers or names?
- X. How much time is required to set up a new repetitive wire using the online function? Can this be done in real-time? How long before we receive confirmation from the bank?
- Y. How long does it take to set up transfers via written request?
- Z. To avoid re-keying, can a repetitive transfer be created when inputting a free form wire transfer?
- AA. Are repetitive transfers stored on the customer's PC or the bank's system? Can the transfers be stored on both? Explain. Does the bank charge for repetitive transfer template storage on its system?

### **Processing Errors**

- BB. Does the bank provide the customer with reports tracking wires requiring repair and the reasons for reject? If so, how are they provided?
- CC. When and how is the customer notified of wire transfer repairs?
- DD. Is the customer charged for wire transfer investigations, incoming repairs, and/or outgoing repairs? If so, how and under what circumstances?

### **International Processing**

- EE. Discuss any differences in the processing of domestic and international wire transfers. Is the bank's international wire operation part of its domestic wire transfer operation? Are customer service and operations contacts the same for international transfers and domestic transfers?
- FF. Can the bank transfer to any bank worldwide? List any countries or currencies to or in which the bank is currently not able to process payments
- GG. How are beneficiary charges handled?
- HH. Describe how the bank determines exchange rates when processing international wire transfers. Discuss any differences based on method of origination.

### **Technical**

- II. What levels and types of security safeguards exist when initiating and releasing wires for *each* method below? Describe:
  - Telephone
  - Fax
  - PC
  - LAN'ed PC

## Internet

- JJ. Describe all bank-imposed authorization requirements for repetitive and free-form wires. Are authorization requirements the same for repetitive and free form wires initiated by all of the methods listed above? If not, how do they differ?
- KK. What controls has the bank put in place to prevent wire transfer fraud? What has been the bank's experience with fraud in the wire transfer area

## **X) Depository Requirements**

### **Wholesale Lockbox Solution**

- A. Describe the solution you are recommending for University/LANL deposits. Detail where the lockbox would be located and how many boxes are recommended.
- B. Describe the lockbox department's processing workflow. Highlight your quality control checkpoints and the components that are directly controlled by the lockbox manager. Include a schematic or flow chart of the processing procedures.
- C. If a copy of the check is required along with the envelope and remittance advices, are the items matched up or provided separately?
- D. If a copy of the check is required, how is that copy made and what other information is available on the check copy document (e.g., batch #, item #, check amount included in deposit, processing time)? Provide a sample.
- E. How does the bank handle original items if imaging and/or data capture and transmission is used (e.g., archive, destroy)?
- F. What are the deposit times for the University's/LANL's lockbox and how are they determined?
- G. Describe any priority handling of items for certain lockbox customers (e.g., large-dollar volume customers). How is priority handling determined, and is this a negotiable feature of lockbox processing?
- H. Discuss how the bank handles cash payments received by a lockbox.

### **Solution for Checks and Cash Received at LANL**

- I. Describe the solution you are recommending for the deposit of cash and checks received at the University/LANL.

## **XI) Debit Authorization Services**

- A. Does the bank offer any service to protect our account from unauthorized ACH debits?
- B. Can you block all ACH debits to our accounts?
- C. Can ACH debits be matched to an issue reconciliation file before authorizing them for payment? Can you selectively accept ACH debits only from originators authorized by us? How are such authorizations set up?

- D. Can you ensure that originators do not charge our account for more than we have authorized?
- E. How do you handle receipt of entries from unauthorized entities?
- F. By what methods does the bank notify the customer of the receipt of unauthorized ACH debits?
- G. Does the bank offer any service to protect our accounts from unauthorized checks posting to non-controlled disbursement accounts (e.g. Post No Check Blocks)?
- H. Does the bank offer any service to protect our accounts from unauthorized branch withdrawals?

## **XII) Customer Service/Relationship Management Requirements**

- A. Describe the organizational structure of your bank's customer service (e.g., separate department for different bank services, centralized customer service department for all cash management services).
- B. Will a specific customer service representative be assigned to handle our business?
  - 1. For how many other accounts is this representative the primary contact?
  - 2. How does the bank ensure continuity of service when the primary customer service representative is unavailable?
- C. Describe the responsibilities of customer service personnel, including the chain of command and escalation procedures for problem resolution.
- D. What are the hours of operation of the customer service unit? [Specify time zone]
- E. Discuss all methods (e.g., telephone, fax, e-mail, real-time messaging) the company can use to initiate and track inquiries. Describe the security measures associated with each method.
- F. Describe the bank's procedures for processing inquiries that require research and/or adjustments.
- G. Are there established turn-around times for research and adjustment items? If yes, specify.
- H. What is the bank's record for meeting its established response times for research and adjustments?

- I. Does the bank provide technical customer support for computer hardware, software and communications problems? If so, what are the hours of operation for technical support?

### **XIII)Quality**

- A. Describe in detail any quality improvement program you have in place. Provide statistics or other regularly available performance data related to the level of service quality and any other data that demonstrates your commitment to quality improvement.
- B. Do you monitor the performance of each of the proposed products and services? If so:
  1. What are the key performance measures tracked?
  2. What is the reporting frequency and period covered for each measure?
  3. What are your last three performance levels for each measure?
  4. Are the results of the bank's performance measurement published or otherwise made available? Discuss.
- C. Do you accept service level agreements? If so, how often are the agreements reviewed with your customers?
- D. Describe the bank's customer satisfaction program.
  1. How do you measure customer satisfaction?
  2. Do you compensate customer service representatives based on customer satisfaction?

### **XIV)Implementation**

- A. Provide a copy of all agreements that will be required to initiate each service being proposed.
- B. Provide a detailed description of the implementation process for each service being proposed and a preliminary implementation schedule. The implementation plan should reflect both specific product implementations and the overall implementation project timelines.
- C. What is the average lead time for implementation of each product? What are the critical factors that may impact that lead time?
- D. Describe support provided during implementation, including training, technical assistance, user manuals and on-site visits. Does the bank assign an implementation team?

- E. Will an implementation manager and/or implementation team be assigned to the company? Describe the personnel assigned to implement the proposed services and the length of time that they will be assigned to the project.
- F. What resources does the bank require from the company in order to effect a successful implementation?

## **XV) Compensation**

### **Pricing**

- A. Provide a pro forma analysis based on the list of volumes and services required [see Part B, Attachment 2], using AFP/TMA Service Codes.
- B. If prices are tiered based on volume, provide all price tiers.
- C. Is the company charged for any customization required (e.g., ERP interface, custom reports)? If so, list any charges for customization included in this RFP.

### **Analysis**

- D. Are there late fees for payments made after the due date stated on the Analysis Invoice? How are late fees calculated?
- E. What billing period options do you offer? How and when will the company be billed for deficiencies?
- F. How long can excess balances be carried forward to apply to charges in future billing periods?
- G. How soon after the close of the billing period is the Account Analysis available to the customer?
- H. What methods of physical and electronic delivery are available? If the Account Analysis is available electronically via the ASC X12 822, what versions do you support and by what methods can the analysis be transmitted?
- I. Is the bank's Account Analysis statement available online via a browser-based access service? How many months are these statements maintained on this service?